# Rural Health Clinics Training Checklist

This is a training checklist designed to provide an outline for Rural Health Clinics and Provider-Based Rural Health Clinics to understand the tools available for Alabama Medicaid providers. This is not an all-inclusive document; rather a guide to assist you with obtaining information for following policy, procedures, rules and regulations for Alabama Medicaid.

**Top Five denials for Independent Rural Health Clinics and Provider-Based Rural Health Clinics**

| Code | Explanation | Resolution |
|------|-------------|------------|
| 1820 | Patient 1$^{st}$ Claim Requires a Referral | Verify eligibility prior to rendering services. Obtain Patient 1$^{st}$ referrals upon initial claims submission |
| 1825 | COBA Denial Do Not Crossover | Rural Health Clinic claims will never automatically crossover from Medicare to Medicaid, they must be filed electronically by the provider |
| 1065 | Billing Provider Name and Number Disagree | Ensure claims are being submitted with proper provider billing information as it appears on the provider file at HP |
| 4150 | BPA PC PROC Perf PROV Primary PT/PS Restriction | Refer to provider manual for billing instruction and claims filing information |
| 1010 | Performing Provider Not in Billing Group | Ensure provider performing services is enrolled and active with Alabama Medicaid. |

As an enrolled Alabama Medicaid provider, you are responsible for ensuring that you and your employees or agents acting on your behalf comply with all of the requirements in the applicable provisions of State and Federal laws governing the Medicaid Program, the Alabama Medicaid Administrative Code, and the Alabama Medicaid Provider Manual as amended.

**Alabama Administrative Code**

Administrative Code outlines the rules and regulations for all providers. It is updated as changes are identified. Currently, the Alabama Administrative Code contains 63 chapters. The table below includes, but is not limited to important chapters for Independent Rural Health Clinics and Provider-Based Rural Health Clinics, as well as their staff.

| Chapter | Overview |
|---------|----------|
| 1 General | High level information for all providers-includes Administrative Code |
| 2 Assuring High Quality Care | Discusses Medicaid's procedure for ensuring quality care for all recipients |
| 3 Fair Hearings | Outlines Medicaid's procedures for fair hearing process |
| 4 Program Integrity Division | Overview of Medicaid's Program Integrity Division |
| 8 Independent Rural Health Clinic Services | Outlines rules and regulations Independent Rural Health Clinics must adhere to in the Alabama Medicaid program |
| 20 Third Party | Outlines policies related to recipient's with other insurance coverage |

| Chapter | Overview |
|---|---|
| 25 Medicaid Eligibility | General information related to recipient eligibility |
| 26 Rules of Practice Before Agency | Outlines general rules for Medicaid |
| 27 Confidential Materials | Information on how recipient information should be protected |
| 28 Forms Used by Agency | Outlines forms used by the Medicaid Agency |
| 29 Definitions of Terms Used in Rules | Outlines common definitions used in Administrative Code |
| 30 Emergency Rule Procedures | Outlines emergency rules for the Medicaid Agency |
| 31 Declaratory Rulings | Outlines Declaratory Rulings for the Medicaid Agency |
| 33 Recoupments and Liens | Information on how recoupments and liens are handled |
| 59 Provider-Based Rural Health Program | Outlines rules and regulations Provider-Based Rural Health Clinics must adhere to in the Alabama Medicaid program |
| 60 Provider-Based Rural Health Clinic Reimbursement | Outlines rules and regulations for Provider-Based Rural Health Clinic reimbursement |

**Alabama Medicaid Provider Billing Manual**

Provider manuals are updated quarterly (January, April, July and October). The updates are indicated in the margins of the revised chapter and on the "Quarterly Revisions" page. Updates are posted to the Alabama Medicaid website at the following link: http://www.medicaid.alabama.gov/CONTENT/6.0_Providers/6.7_Manuals.aspx. The table below includes but is not limited to important chapters for Independent Rural Health Clinics and Provider-Based Rural Health Clinics, as well as their staff:

| Chapter/Appendix | Overview |
|---|---|
| 1 Introduction | How to use provider manual |
| 2 Becoming a Medicaid Provider | How to enroll as a Medicaid Provider |
| 3 Verifying Recipient Eligibility | How to verify recipient eligibility and how to decipher eligibility information |
| 4 Obtaining Prior Authorization | How to obtain authorization on services which require approval prior to being furnished |
| 5 Filing Claims | How to properly complete claim forms for submission to Alabama  Medicaid |
| 6 Receiving Reimbursement | Information on understanding your Remittance Advice |
| 7 Understanding Your Rights and Responsibilities as a Medicaid Provider | Explains important rules and regulations providers must follow with Alabama Medicaid |
| 32 Provider-Based Rural Health Clinics | This is one of your essential tools for information related to the Program.  This chapter contains important billing information |
| 36 Rural Health Clinics (independent) | This is one of your essential tools for information related to the Program.  This chapter contains important billing information |
| 39 Patient 1st Billing Manual | Important information related to Patient 1st program |

| Chapter/Appendix | Overview |
|---|---|
| Appendix A Well Check Check-up (EPSDT) | Important information related to well child check-up program |
| Appendix B Electronic Media Claims (EMC) Guidelines | Important information related to filing claims electronically |
| Appendix E- Medicaid Forms | Contains copies of forms required for filing requests to Medicaid and instructions for completion of the forms |
| Appendix F- Medicaid Internal Control Numbers (ICN) | How to read Internal Control Numbers assigned in claims processing |
| Appendix G- Non-Emergency Transportation (NET) Program | Explains how recipients can receive assistance getting to Medicaid covered appointments |
| Appendix J- Explanation of Benefit (EOB) Codes | Table of claims processing codes |
| Appendix K- Top 200 Third Party Liability (TPL) Carrier Codes | Contains a list of other insurance carrier codes needed for claims processing when other insurance is involved |
| Appendix L- Automated Voice Response System (AVRS) Quick Reference Guide | How to use Medicaid's Automated Voice Response System, a tool to check eligibility, claims status and other functions |
| Appendix N- Alabama Medicaid Contact Information | Provides important contact information |

**Tools Available for Providers at no Charge**

| Tool | Function |
|---|---|
| Medicaid Interactive Web Portal | Allows providers to submit a multitude of transactions and receive immediate response.  Transactions include, but are not limited to:  eligibility verification, claims submission, claim status, prior authorization submission and status, and Remittance Advice download |
| Provider Electronic Solutions Software | Provider Electronic Solutions Software (PES) allows providers to submit a multitude of transactions in batch mode and receive responses within 15 minutes-2 hours, transactions include: eligibility verification, claims submission, claim status, prior authorization submission and status |
| Automated Voice Response System (AVRS) | Allows providers to submit a multitude of transactions telephonically and receive fax back information, if requested, some transactions include:  Eligibility verification, claims submission, procedure code pricing information |

**Personal Contact Information for Billing Assistance**

HP is the fiscal agent for Alabama Medicaid.  The following services are available through HP at no charge to Providers:

| Department | Function | Contact Number |
|---|---|---|
| Provider Assistance Center | Assists with basic billing questions, procedure code reimbursement information and general questions | 1-800-688-7989 |
| Electronic Media | Assist providers with Provider | 1-800-456-1242 |

| Department | Function | Contact Number |
|---|---|---|
| Claims | Electronic Solutions, vendor related issues, electronic transmission and pharmacy-related billing issues. This unit also issues user ID's and passwords for the Agency's secure website portal | |
| Provider Enrollment | Assists with new provider enrollment and basic provider enrollment functions | 1-888-223-3630 Option 1 |
| Provider Re-enrollment | Assists with ongoing re-enrollment of providers | 1-888-223-3630 Option 2 |
| Provider Relations Representatives | Assists providers with in-depth billing issues and training on Provider Electronic Solutions Software, and Medicaid's Interactive Web Portal. Representatives are available for telephonic consultation, e-mail assistance or on-site training and workshops. | 1-855-523-9170 Refer to Medicaid website for 7 digit extensions. Go to http://www.medicaid.alabama.gov/CONTENT/8.0_Contact/8.2.6_Provider_Representatives.aspx |